

## Vendor Questions Set 3

### Question 1

1. Go-live March 1, 2015, or a date to be agreed to post award
2. Reduction of the metric performance improvement targets from 4 points per year to 2 points per year
3. Simplify the liquidated damages by extending the transition grace period through September 2015 thereby aligning with the federal fiscal year, and by applying the liquidated damages on an annual basis

**Response:** 1) No, MDHS will not increase the length of time to begin operations from the date of Contract execution.

2) Please see amended RFP #CSES2015, 5.4.23 and Table 1.

3) Please see amended RFP #CSES2015, 5.4.24.

### Question 2

Are we correct to assume that in the statement, “See Section 3.2 for details” regarding the mandatory requirements, that it should say Section 3.3 as there is no Section 3.2?

**Response:** Please see amended RFP #CSES2015.

### Question 3

When is the proposed date that the contract will be signed?

Will this mark the beginning of the implementation period, with an operations “go live” date of January 1, 2015?

**Response:** 1) Approximately November 20, 2014.

2) Please see “Note” under 5.1 of the RFP.

#### Question 4

RFP 3.3.2.1 says, “Vendor must submit a contact/reference name, phone number, and address for each and every state for which Vendor has worked in the last five (5) years,” and “Vendor must submit for each and every state for which Vendor has worked all data.” For a company with hundreds of projects across many disciplines in the past 5 years, these requirements could require more than 20 pages.

Are we correct in assuming that the State only wants those state projects in the area of CSEO and Attorney experience?

**Response: Yes, MDHS only wants those state projects related to CSEO and Attorney experience.**

#### Question 5

The 3 client references seem out of place in the middle of Section 3.2.2-Organization Size & Structure. Please confirm that the references paragraph in 3.3.2.2 belongs in Section 3.3.2.1-Experience, which would then also move the client references from Evaluation Criteria B-Ability to Perform to Criteria D-Record of Past Performance.

**Response: The sections are structured to abide by the PSCRB Rules and Regulations and will not be moved. The Vendor should provide all information requested in the RFP. MDHS will consider all information regardless of section in scoring each response.**

#### Question 6

- a. For what type of problems would the State’s IV-D Director need the Vendor’s tech support?
- b. For how long is the 24x7 access required?

**Response: 1) Any problems that may arise throughout the life of the Contract with any systems proposed by Vendor and/or provided by MDHS.**

**2) Throughout the life of the Contract.**

#### Question 7

Our audited annual report (incorporating auditor’s notes and three years of financial statements) is a 100-page document. Since this is a requirement to include, will the State exclude the financials from the page count?

**Response: Yes, any required reports that exceed the page limit will be excluded from the page count.**

#### Question 8

- a. Does MDHS WORKSITE provide for workflow that the Vendor would be able to utilize?
- b. Does WORKSITE allow for electronic transfer of images from a Vendor provided imaging solution?

Response: 1) No, WORKSITE does not provide for workflow.

2) No, WORKSITE does not allow for electronic transfer of images.

#### Question 9

RFP 5.3.1.2 says, "Contractor must be in compliance with all MDHS technical and security standards and requirements." Please provide the MDHS technical and security standards and requirements.

Response: MDHS will provide any further technical and security standards and requirements upon Contract award.

#### Question 10

What hardware is necessary to utilize WORKSITE?

Response: Hardware requirements include Internet Explorer 8.0 and up and the current version of Java.

#### Question 11

Please detail the required hardware, software, and licenses that the Vendor is responsible for procuring.

Response: The Vendor will need to purchase the WORKSITE License through BCS and the necessary Locate license required for enforcement purposes.

#### Question 12

Please detail what software is required to access the METSS system (Such as Attachmate Extra!)?

Response: Attachmate Extra! is the required software to access METSS. Attachmate Reflection 2011 is the version MDHS is using at this time however, any current version will work.

### Question 13

The RFP 5.3.1.7 says, “To enhance and maximize communication between MDHS and Contractor staff, all Contractor staff shall have and utilize a State issued email address, with web-based access only, for all business conducted as part of the services under this Contract.”

What is the software and version of the State's email system?

**Response: The latest version of Microsoft Outlook.**

### Question 14

RFP 5.3.1.8 says, “The Contractor shall be responsible to use, and maintain, the certified statewide computer system, METSS (or any future enhancements).”

- a. Can the contractor establish an IPSec VPN tunnel over Internet network to access METSS?
- b. What is the required client software to interact with METSS?

**Response: 1) Yes, the Contractor can establish a VPN tunnel to access METSS.**

**2) Please see response to Question 12 above.**

### Question 15

- a. Which courts in the 17 counties listed in this RFP currently utilize MEC?
- b. For those county courts that do not use it, what are the expected implementation dates?

**Response: No counties in this pilot program currently utilize MEC. Information can be obtained about the MEC process at <http://courts.ms.gov/mec/mec.html>.**

### Question 16

- a. Is the MEC system Internet accessible?
- b. What are the required client software and licenses to access MEC?

**Response: See response to question 15 above.**

#### Question 17

RFP 5.3.1.11 says, “The Contractor shall be responsible for any fees associated with MEC.” May the Contractor’s accounts be designated as exempt for viewing documents and filing fees when used only for designated IV-D child support responsibilities?

Response: MDHS cannot answer this question at this time.

#### Question 18

- a. What MEC system training will the State provide and for how many people?
- b. Will the State provide future MEC system training for any system updates/expansion?

Response: 1) No counties in this pilot program currently utilize MEC. Information can be obtained about the MEC process at <http://courts.ms.gov/mec/mec.html>.

2) See, 1) above. If counties contained in this RFP should require MEC, the Vendor shall be responsible for contacting MEC and coordinating the necessary training.

#### Question 19

Please provide the average monthly number of new applications and referrals received by each of the 17 county offices.

Response: Please see Exhibit I below.

#### Question 20

- a. Does the State use a voluntary paternity process?
- b. If so, will the Contractor have access to voluntary paternity acknowledgements?
- c. If so, how?

Response: 1) Acknowledgement of paternity forms will be provided to the Vendor from MDHS.

#### Question 21

- a. Is there paper case files currently located in each county office?
- b. Please provide an estimate of dimensions of space needed to store these files.
- c. Please provide process for how files will be transferred to contractor.

Response: 1) Yes.

2) The dimensions of space vary by county.

3) This process will be determined after Contract award.

Question 22

- a. Will the Contractor be required to take possession of closed case files currently being retained in the county offices until such time that they may be destroyed per federal and state regulations?
- b. If so, please provide an estimate of the dimensions for space needed to store these files.

Response: 1) Yes, please see 5.4.18.1 of the RFP.

2) The dimensions of space vary by county.

Question 23

- a. Please describe the process for how the Call Center will refer calls to the contractor.
- b. Is the referral via email or an alert in METSS?
- c. Please describe in more detail what type of call is appropriate for the Contractor to forward to the Call Center.

Response: 1) The Call Center will email the Vendor if further action needs to be taken beyond the Call Center's access to information.

2) Email.

3) Counties currently have a call-forwarding process for calls to be transferred to the Call Center.

Question 24

- a. Please provide the average monthly number of calls referred to each of the 17 counties included in this RFP.
- b. Please provide the volume of calls received in each of the 17 counties.

Response: 1) See Exhibit II below.

Question 25

RFP 5.4.20.2 says, "Contractor shall forward appropriate calls to the Call Center [MDHS]."

Are these cold transfers or warm transfers?

Response: See response to Question 23 above.

#### Question 26

In setting an appointment for a client with the Interpreter Unit, is three-way calling available?

Response: Yes, three-way calling is available.

#### Question 27

- a. Please provide historical data for the past five years from the 17 counties for all performance measure areas listed in Section 5.4.23, and for the rest of the State.
- b. Please include the dollar amount of current support collected, and the dollar amount of arrears collected for each year.
- c. Please provide the current total arrears balance due for each county.

Response: 1) Please see Exhibit III

2) The total amount collected for the past two (2) years is provided below in Exhibit IV. The dollar amount of arrears collected cannot be provided at this time.

3) MDHS cannot provide this information at this time.

#### Question 28

RFP 5.4.23.5 says, “MDHS shall design the survey during the Transition Period of this Contract.” What are the dates of the Transition Period?

Response: Please see 5.5.2 of the RFP.

#### Question 29

For what period are the Baseline Performance figures in Table 1?

Response: August of 2014.

#### Question 30

We have been unable to reproduce the weighted average calculation totals that are included in this table – could you respectfully show in detail how the 92.33 PER and 79.05 Cases with Orders answers are derived

Response: There was an error in the original RFP regarding Table 1, Please see amended RFP #CSES2015, 5.4.23 and Table 1.

#### Question 31

RFP 5.4.24 says, “Liquidated Damages will be suspended for the first five (5) months immediately following Contract execution.” Are we correct in assuming that ‘Contract execution’ is the proposed contract start date of January 1, 2015, and not the contract signing date?

Response: Yes, the reference to Contract execution in 5.4.24 is referring to the start date of January 1, 2015.

#### Question 32

- a. How will the “fees at risk” be determined for the 200% of total fees at risk calculation?
- b. Are the percentages in Table 2 intended to be applied to the total invoiced amount?

Response: 1) The fees at risk are the total amount of fees invoiced for the year, starting on October 1, 2015.

2) Yes, the percentages will be applied to the total invoiced amount.

#### Question 33

- a. When was the last update to the Attorney Manual, the Mississippi Child Support Services Manual, the CSE Program Training Manual, and the Policy and Procedures Manual?
- b. Please provide a copy of all the manuals for the Contractor to review in preparation of proposal submission.

Response: 1) The Attorney Manual is currently in the process of being updated. The CSE Program/Training Manual is currently in the process of being updated. The Policy/Procedures Manual was updated in 2013. (Mississippi Child Support Services Manual and Policy and Procedures Manual are the same document)

2) The Policy and Procedures Manual is on MDHS website.

#### Question 34

Can the Gantt chart be excluded from the page count to ensure we have enough space to build a detailed chart?

Response: Yes, see response to question 7 above.



#### Question 35

RFP 5.5.2.1 says, “The Contractor must provide for an orderly and controlled transition to the Contractor of the services to be provided under this Contract by the implementation date.” What is the implementation date?

Response: See response to Question 28 above.

#### Question 36

What are the salaries and compensation packages for current staff?

Response: All position descriptions and salary ranges for Attorney Senior, Attorney Staff, DHS Child Support Enforcement Officer, DHS Supervisor III, Clerk, Typist Senior, Clerk Senior, Clerk Typist, and Secretary Administrative can be obtained at <http://agency.governmentjobs.com/mississippi/default.cfm?action=agencyspecs>.

#### Question 37

- a. What is the staff breakdown by position category?
- b. How many staff of each position category will be available for hire by the Contractor?

Response: The pilot program will displace approximately fifty (50) full-time employees. MDHS is unable to further answer this question at this time due to the necessary notifications and rights afforded to employees under the State Personnel Board rules and regulations.

#### Question 38

What is the mix of State and contractor staff who would be displaced by this contract?

Response: Only State staff will be displaced by this contract.

#### Question 39

Are attorneys and other paralegal staff part of the current staffing on this program?

Response: Attorneys are part of the current staffing however, paralegals are not.

#### Question 40

RFP 5.5.5.2 says, “vendor’s proposed high-level transition plan must also include the requirements listed below.” To which specific requirements does “below” refer?

Response: “Below” refers to the issues described in 5.5.5.3, 5.5.5.4, and 5.5.5.5.

#### Question 41

Can the State support SFTP (FTP over SSH) for secure data transmission?

**Response: No, the State cannot support SFTP for secure data transmission.**

#### Question 42

- a. How is the METSS training instructor led and/or online?
- b. Is the METSS training at the vendor's facility or a State facility?
- c. How long will the METSS training sessions be?
- d. How soon after contract signing can vendor staff receive METSS training?

**Response: 1) METSS training is instructor led.**

**2) Currently METSS training is held at the county office prior to coming to the Central State office in Jackson, MS.**

**3) METSS training sessions located at the Central State office are for one (1) week.**

#### Question 43

What's the operating budget (staff, travel, facilities, infrastructure, etc.) for the 17 counties listed in the RFP for FY2014?

**Response: MDHS will not answer this question at this time.**

#### Question 44

What's the operating budget (staff, travel, facilities, infrastructure, etc.) for the 17 counties listed in the RFP for the next five years?

**Response: MDHS will not answer this question at this time.**

#### Question 45

RFP 5.8.19 says, "Additionally, pursuant to IRS requirements all computer and network equipment used in the performance of this Contract will be considered property of the State during the Contract term." Which specific IRS requirements is the State referencing here?

**Response: MDHS is referencing the IRS requirements defined in IRS Publication 1075.**

#### Question 46

How will the Executive Summary listed in Exhibit I be evaluated as it is not included in the Evaluation Factors or mentioned anywhere else in the RFP?

**Response: The discussion in the Executive Summary will be evaluated topic by topic according to the weight assigned to each relevant section.**

#### Question 47

RFP Item 3.1.3 (capabilities) listed under Evaluation Criteria D-Record of Past Performance seems misplaced. Please confirm that Item 3.1.3 should be listed under Evaluation Criteria B-Ability to Perform instead.

**Response: Please see response to Question 5 above.**

#### Question 48

Item 3.3.2.1-Experience is listed under Evaluation Criteria C and Criteria D. Please confirm that Criteria C should include the first line item under Item 3.3.2.2 (location) instead of Item 3.3.2.1.

**Response: Please see response to Question 5 above.**

#### Question 49

Item 5.3.1.12 (database) listed under Evaluation Criteria C, seems to have nothing to do with personnel, facilities, or financials. Is this the correct RFP reference, and if not, what Item should be under this Criteria?

**Response: Please see response to Question 5 above.**

#### Question 50

- a. Please provide the average monthly volume of documents (or pages) scanned into WORKSITE by the 17 offices included in the RFP.
- b. Are all documents received via mail scanned into WORKSITE?
- c. Please provide the protocol for what document types are scanned and not scanned.

**Response: 1) MDHS cannot answer to the average monthly volume of documents at this time.**

**2) Please see Exhibit V below for protocol.**

#### Question 51

What is the difference between the content required in the Cover Letter as defined in 3.1.1, and the content in the Executive Summary listed in Exhibit I?

**Response: The requirements of the Cover Letter are covered in Section 3.1.1.**

#### Question 52

Where in the Exhibit I Outline should Vendors address Vendor Capabilities, including requirements listed in Items 3.1.2.1, 3.1.2.2, and 3.1.3? What is the page count?

**Response: The Proposal Page Limit Requirements are suggestions for each detailed section. MDHS request the Vendor respect the overall page count limit, not to include any required expansive documents as stated in Question 7 above.**

#### Question 53

Where in the Exhibit I Outline should Vendors address 3.3.2.3 Subcontractor Background Information? What is the page count?

**Response: Please see response to Question 52 above.**

#### Question 54

Would the State consider moving item 5.c in the Exhibit I Outline up to become item 5.a, so that the organizational chart is displayed prior to the resumes and descriptive details of the personnel listed?

**Response: The sequence of the outline is a suggestion and not an absolute requirement. The Vendor should organize as they deem necessary.**

#### Question 55

The required Disaster Recovery Plan is not included in the Exhibit I Outline. Can the Vendor insert it as Item 7.e with a 10-page limit?

**Response: MDHS's intent is to have a high-level Disaster Recovery Plan provided with the proposal submission however, if the Vendor would like to include a detailed Disaster Recovery Plan it may extend beyond the 10-page limit.**

**Exhibit I**  
**New Cases by County**

<b>County Name</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014 ytd</b>
Adams	758	625	642	531	238
Amite	216	247	206	184	70
Claiborne	317	283	271	271	94
Copiah	590	649	578	528	241
Covington	362	331	341	304	152
Franklin	149	143	138	119	57
Jefferson	220	207	209	150	63
Jefferson Davis	331	289	265	285	113
Lamar	869	779	805	751	329
Lawrence	248	234	237	243	100
Lincoln	613	627	640	563	221
Marion	576	636	558	552	247
Pike	1066	1035	864	848	404
Simpson	559	493	453	434	182
Smith	292	225	283	243	87
Walthall	356	316	272	312	79
Wilkinson	243	247	181	194	76

**Exhibit II**  
**Yazoo Call Center - Calls by County & Emails by County**

**Date Range:** From: 06/01/2014 07:30:00 AM

To: 6/30/2014 11:59:59PM

<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>
Adam	1224	Lee	2386	West Chickasaw	603
Alcorn	747	Leflore	2042	Wilkinson	300
Amite	474	Lincoln	1394	Winston	764
Attala	854	Lowndes	2084	Yalobusha	476
Benton	266	Madison	1860	Yazoo	1041
Calhoun	654	Marion	738		
Carroll	279	Marshall	1322	Grand Total:	<b>101632</b>
Choctaw	308	Monroe	1556		
Claiborne	688	Montgomery	532		
Clarke	843	Neshoba	927		
Clay	1191	Newton	694		
Coahoma	1510	Noxubee	767		
Copiah	1106	Oktibbeha	1438		
Covington	852	Panola	1749		
Desoto	3718	Pearl River	944		
East Bolivar	1656	Perry	302		
East Chickasaw	255	Pike	2014		
Forrest	2557	Pontotoc	650		
Franklin	459	Prentiss	542		
George	486	Quitman	493		
Greene	277	Rankin	2055		
Grenada	888	Scott	967		
Hancock	670	Sharkey	207		
Harrison	4359	Simpson	908		
Hinds	8376	Smith	440		
Holmes	1378	Stone	364		
Humphreys	715	Sunflower	1485		
Issaquena	51	Tallahatchie	723		
Itawamba	406	Tate	846		
Jackson	2833	Tippah	498		
Jasper	764	Tishomingo	323		
Jefferson	429	Tunica	670		
Jefferson Davis	608	Union	582		
Jones	1828	Unknown	8121		
Kemper	634	Walthall	538		
Lafayette	879	Warren	1231		
Lamar	1038	Washington	2826		
Lauderdale	2453	Wayne	823		
Lawrence	329	Webster	322		
Leake	671	West Bolivar	372		

**Date Range:**

From: 07/01/2014 07:30:00 AM

To: 7/31/2014 11:59:59PM

<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>
Adam	1245	Lee	2387	West Chickasaw	603
Alcorn	726	Leflore	1996	Wilkinson	300
Amite	454	Lincoln	1390	Winston	764
Attala	809	Lowndes	2131	Yalobusha	476
Benton	263	Madison	1919	Yazoo	1041
Calhoun	675	Marion	800		
Carroll	290	Marshall	1283	Grand Total:	<b>109623</b>
Choctaw	309	Monroe	1549		
Claiborne	634	Montgomery	622		
Clarke	831	Neshoba	939		
Clay	1116	Newton	762		
Coahoma	1601	Noxubee	769		
Copiah	1132	Oktibbeha	1432		
Covington	663	Panola	1710		
Desoto	4296	Pearl River	990		
East Bolivar	1588	Perry	340		
East Chickasaw	308	Pike	2045		
Forrest	2553	Pontotoc	684		
Franklin	434	Prentiss	524		
George	513	Quitman	502		
Greene	285	Rankin	1871		
Grenada	903	Scott	894		
Hancock	706	Sharkey	215		
Harrison	4451	Simpson	887		
Hinds	7960	Smith	319		
Holmes	1277	Stone	311		
Humphreys	664	Sunflower	1439		
Issaquena	35	Tallahatchie	628		
Itawamba	442	Tate	708		
Jackson	2915	Tippah	516		
Jasper	725	Tishomingo	285		
Jefferson	431	Tunica	639		
Jefferson Davis	633	Union	671		
Jones	1878	Unknown	16616		
Kemper	559	Walthall	531		
Lafayette	899	Warren	1132		
Lamar	1040	Washington	2779		
Lauderdale	2479	Wayne	764		
Lawrence	324	Webster	320		
Leake	677	West Bolivar	417		

**Date Range:**

From: 08/01/2014 07:30:00 AM

To: 8/31/2014 11:59:59PM

<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>
Adam	1335	Lee	2411	West Chickasaw	581
Alcorn	756	Leflore	2129	Wilkinson	357
Amite	446	Lincoln	1449	Winston	776
Attala	825	Lowndes	2038	Yalobusha	492
Benton	282	Madison	1757	Yazoo	987
Calhoun	679	Marion	818		
Carroll	252	Marshall	1373	<b>Grand Total:</b>	<b>103377</b>
Choctaw	297	Monroe	1471		
Claiborne	668	Montgomery	568		
Clarke	810	Neshoba	915		
Clay	972	Newton	687		
Coahoma	1636	Noxubee	840		
Copiah	992	Oktibbeha	1231		
Covington	774	Panola	1823		
Desoto	4239	Pearl River	876		
East Bolivar	1486	Perry	328		
East Chickasaw	285	Pike	1917		
Forrest	2602	Pontotoc	687		
Franklin	460	Prentiss	486		
George	539	Quitman	452		
Greene	214	Rankin	1808		
Grenada	878	Scott	908		
Hancock	796	Sharkey	238		
Harrison	4478	Simpson	947		
Hinds	8113	Smith	358		
Holmes	1374	Stone	370		
Humphreys	629	Sunflower	1385		
Issaquena	30	Tallahatchie	744		
Itawamba	468	Tate	691		
Jackson	2801	Tippah	554		
Jasper	687	Tishomingo	328		
Jefferson	433	Tunica	651		
Jefferson Davis	586	Union	625		
Jones	1847	Unknown	10666		
Kemper	543	Walthall	479		
Lafayette	861	Warren	1270		
Lamar	956	Washington	2824		
Lauderdale	2406	Wayne	810		
Lawrence	393	Webster	358		
Leake	704	West Bolivar	382		



**Date Range:**

From: 09/01/2014 07:30:00 AM

To: 9/30/2014 11:59:59PM

<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>	<b>County</b>	<b># of Calls</b>
Adam	1366	Lee	2764	West Chickasaw	553
Alcorn	814	Leflore	2147	Wilkinson	389
Amite	514	Lincoln	1548	Winston	875
Attala	922	Lowndes	2219	Yalobusha	465
Benton	318	Madison	1894	Yazoo	1007
Calhoun	764	Marion	897		
Carroll	302	Marshall	1298	Grand Total:	<b>105776</b>
Choctaw	370	Monroe	1682		
Claiborne	694	Montgomery	692		
Clarke	794	Neshoba	1039		
Clay	1137	Newton	799		
Coahoma	1682	Noxubee	843		
Copiah	1025	Oktibbeha	1456		
Covington	721	Panola	1756		
Desoto	4495	Pearl River	924		
East Bolivar	1571	Perry	394		
East Chickasaw	313	Pike	2128		
Forrest	2615	Pontotoc	717		
Franklin	400	Prentiss	585		
George	537	Quitman	460		
Greene	321	Rankin	2004		
Grenada	926	Scott	940		
Hancock	720	Sharkey	269		
Harrison	4745	Simpson	894		
Hinds	8189	Smith	396		
Holmes	1345	Stone	355		
Humphreys	636	Sunflower	1511		
Issaquena	33	Tallahatchie	796		
Itawamba	528	Tate	688		
Jackson	2995	Tippah	573		
Jasper	767	Tishomingo	355		
Jefferson	512	Tunica	660		
Jefferson Davis	609	Union	662		
Jones	1853	Unknown	8061		
Kemper	583	Walthall	529		
Lafayette	786	Warren	1313		
Lamar	1053	Washington	2985		
Lauderdale	2589	Wayne	831		
Lawrence	430	Webster	370		
Leake	698	West Bolivar	381		

**Date Range:** From: 6/1/2014 12:00:00AM  
To: 6/30/2014 11:59:59AM

**Date of Report:** 7/1/2014

County	Email	1st Email	2nd Email	3rd Email	Total
	No Response	Response	Response	Response	
	Required	Required	Required	Required	
Adam	170	71	15	3	259
Alcorn	105	34	3	0	142
Amite	47	25	2	0	74
Attala	59	36	5	1	101
Benton	32	9	1	0	42
Calhoun	49	20	1	2	72
Carroll	24	10	5	0	39
Choctaw	34	10	0	0	44
Claiborne	55	22	5	2	84
Clarke	76	23	2	1	102
Clay	81	22	1	1	105
Coahoma	184	78	16	2	280
Copiah	108	36	5	2	151
Covington	85	32	3	1	121
Desoto	562	281	27	1	871
East Bolivar	191	79	32	3	305
East Chickasaw	19	9	2	1	31
Forrest	344	150	34	2	530
Franklin	49	20	1	2	72
George	60	26	9	0	95
Greene	33	17	8	0	58
Grenada	99	26	5	1	131
Hancock	120	53	3	1	177
Harrison	684	320	48	2	1,054
Hinds	942	427	86	16	1,471
Holmes	113	42	6	1	162
Humphreys	42	18	4	0	64
Issaquena	3	1	0	0	4
Itawamba	46	26	3	0	75
Jackson	428	193	22	4	647
Jasper	59	34	0	0	93
Jefferson	23	10	1	0	34
Jefferson Davis	51	25	1	2	79
Jones	206	101	43	8	358
Kemper	34	13	0	0	47
Lafayette	119	58	15	1	193
Lamar	124	63	4	1	192
Lauderdale	286	120	30	2	438
Lawrence	31	7	2	0	40
Leake	77	27	7	0	111
Lee	297	130	11	0	438
Leflore	193	96	13	4	306
Lincoln	131	60	8	0	199
Lowndes	249	94	15	0	358
Madison	186	96	33	0	315
Marion	73	22	4	0	99
Marshall	132	92	15	1	240

Monroe	136	79	7	1	223
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**Date Range:** From: 6/1/2014 12:00:00AM  
To: 6/30/2014 11:59:59AM

**Date of Report:** 7/1/2014

County	Email	1st Email	2nd Email	3rd Email	Total
	No Response	Response	Response	Response	
	Required	Required	Required	Required	
Montgomery	35	11	0	1	47
Neshoba	104	53	2	1	160
Newton	61	30	4	0	95
Noxubee	55	19	1	2	77
Oktibbeha	119	47	2	1	169
Panola	184	102	12	2	300
Pearl River	150	64	7	1	222
Perry	26	14	2	0	42
Pike	236	101	11	0	348
Pontotoc	62	27	3	1	93
Prentiss	53	28	9	1	91
Quitman	54	16	4	1	75
Rankin	331	171	17	1	520
Scott	79	35	12	0	126
Sharkey	18	7	0	0	25
Simpson	113	44	5	0	162
Smith	42	24	0	0	66
Stone	41	15	0	0	56
Sunflower	104	52	3	1	160
Tallahatchie	58	24	1	0	83
Tate	108	53	4	0	165
Tippah	67	23	3	1	94
Tishomingo	56	27	1	0	84
Tunica	85	29	3	0	117
Union	58	23	2	0	83
Unknown	12	4	0	18	34
Walthall	80	27	4	2	113
Warren	155	78	23	1	257
Washington	329	134	7	0	470
Wayne	53	33	7	1	94
Webster	27	8	0	0	35
West Bolivar	22	6	2	0	30
West Chickasaw	41	23	1	0	65
Wilkinson	36	11	4	2	53
Winston	69	35	7	0	111
Yalobusha	60	20	1	0	81
Yazoo	105	52	25	2	184
<b>Totals</b>	<b>10,539</b>	<b>4,713</b>	<b>752</b>	<b>109</b>	<b>16,113</b>

Date Range:

7/1/2014 7:30:00 AM

From:

7/31/2014 11:59:59 AM

Date of Report: 8/1/20

0

	Email	1st Email	2nd Email	3rd Email	Total
	No Response	Response	Response		
	Required	Required	Required	Required	Ends
Adam	151	76	33	5	265
Alcorn	117	46	13	0	176
Amite	50	30	2	0	82
Attala	77	31	5	0	113
Benton	21	8	3	0	32
Calhoun	75	33	0	1	109
Carroll	27	21	5	1	54
Choctaw	32	14	0	0	46
Claiborne	63	31	2	0	96
Clarke	68	41	2	2	113
Clay	94	49	1	1	145
Coahoma	183	80	29	3	295
Copiah	123	57	16	0	196
Covington	55	35	0	1	91
Desoto	713	342	62	4	1,121
East Bolivar	200	84	42	4	330
East Chickasaw	29	14	0	0	43
Forrest	336	147	33	0	516
Franklin	41	19	3	2	65
George	70	36	5	3	114
Greene	24	20	2	1	47
Grenada	96	54	1	0	151
Hancock	119	69	14	1	203
Harrison	731	360	52	2	1,145
Hinds	992	525	136	18	1,671
Holmes	100	55	2	2	159
Humphreys	53	20	5	0	78
Issaquena	0	1	0	0	1
Itawamba	57	33	3	0	93
Jackson	469	230	47	3	749
Jasper	72	36	2	1	111
Jefferson	33	14	3	0	50
Jefferson Davis	53	32	2	1	88
Jones	278	134	74	13	499
Kemper	45	28	1	2	76
Lafayette	136	62	10	1	209
Lamar	126	76	6	0	208
Lauderdale	341	171	45	2	559
Lawrence	47	16	1	0	64
Leake	73	50	6	0	129
Lee	293	133	11	4	441
Leflore	203	93	9	2	307

Lincoln	141	74	11	2	228
Lowndes	254	121	17	1	393
Madison	220	116	30	4	370
Marion	102	31	3	0	136
Marshall	179	74	17	2	272
Monroe	155	79	9	1	244
Montgomery	51	23	0	0	74
Neshoba	111	67	4	0	182
Newton	98	44	1	0	143
Noxubee	60	35	2	0	97
Oktibbeha	126	61	13	0	200
Panola	193	107	13	1	314
Pearl River	185	86	7	1	279
Perry	44	17	0	0	61
Pike	250	100	9	0	359
Pontotoc	78	37	1	1	117
Prentiss	63	45	4	1	113
Quitman	52	23	3	1	79
Rankin	314	181	17	0	512
Scott	106	40	5	0	151
Sharkey	21	4	0	0	25
Simpson	113	56	4	0	173
Smith	35	19	1	1	56
Stone	42	14	1	1	58
Sunflower	127	57	5	2	191
Tallahatchie	61	26	3	0	90
Tate	86	38	3	1	128
Tippah	60	30	7	2	99
Tishomingo	62	23	0	0	85
Tunica	86	38	4	1	129
Union	67	36	1	0	104
Walthall	59	35	8	2	104
Warren	173	61	34	5	273
Washington	344	156	10	1	511
Wayne	58	25	10	1	94
Webster	23	13	0	1	37
West Bolivar	39	13	5	1	58
West Chickasaw	49	24	2	1	76
Wilkinson	38	22	4	0	64
Winston	95	43	12	0	150
Yalobusha	50	27	1	0	78
Yazoo	105	35	19	3	162
<b><u>Totals</u></b>	<b>11,454</b>	<b>5,564</b>	<b>992</b>	<b>212</b>	<b>18,109</b>

Date Range: 8/1/2014 7:30:00AM

From: 8/31/2014 11:59:59AM

Date of

Report:

9/4/2014

0

	Email	1st Email	2nd Email	3rd Email	
	No Response	Response	Response	Response	
	Required	Required	Required	Required	Ends
Adam	151	101	31	7	290
Alcorn	114	65	2	3	184
Amite	56	29	4	1	90
Attala	70	50	4	0	124
Benton	22	15	0	0	37
Calhoun	52	39	0	0	91
Carroll	20	18	3	0	41
Choctaw	28	18	0	0	46
Claiborne	63	30	4	1	98
Clarke	84	41	1	0	126
Clay	97	42	1	1	141
Coahoma	182	98	28	6	314
Copiah	118	58	8	0	184
Covington	77	52	3	2	134
Desoto	668	401	57	5	1,131
East Bolivar	175	102	34	6	317
East Chickasaw	27	20	2	1	50
Forrest	326	194	26	3	549
Franklin	43	24	0	1	68
George	67	39	13	0	119
Greene	26	15	4	1	46
Grenada	100	56	5	1	162
Hancock	113	58	16	4	191
Harrison	689	394	51	1	1,135
Hinds	1,054	517	145	19	1,735
Holmes	107	55	5	0	167
Humphreys	51	29	2	1	83
Issaquena	3	4	0	0	7
Itawamba	75	35	4	0	114
Jackson	476	225	45	7	753
Jasper	64	35	3	0	102
Jefferson	24	7	2	1	34
Jefferson Davis	39	22	1	1	63
Jones	260	124	65	9	458
Kemper	33	20	0	0	53
Lafayette	127	58	10	2	197
Lamar	141	59	5	1	206
Lauderdale	320	173	51	3	547
Lawrence	41	22	2	0	65
Leake	88	43	10	1	142
Lee	286	157	15	3	461
Leflore	219	109	11	4	343
Lincoln	140	73	9	2	224
Lowndes	248	134	17	0	399
Madison	190	101	26	0	317
Marion	93	43	5	1	142

**Date Range:** From: 8/1/2014 7:30:00AM  
 To: 8/31/2014 11:59:59AM

**Date of Report:**  
 9/4/2014

County	Email	1st Email	2nd Email	3rd Email	Emails
	No Response	Response	Response	Response	
	Required	Required	Required	Required	
Marshall	159	99	11	1	270
Monroe	158	73	9	1	241
Montgomery	53	21	1	2	77
Neshoba	98	46	5	2	151
Newton	84	45	1	0	130
Noxubee	74	31	6	1	112
Oktibbeha	141	66	5	0	212
Panola	233	100	18	3	354
Pearl River	153	92	8	1	254
Perry	30	19	1	0	50
Pike	213	92	7	2	314
Pontotoc	83	30	1	0	114
Prentiss	63	35	2	0	100
Quitman	50	19	4	1	74
Rankin	301	169	25	3	498
Scott	98	60	16	5	179
Sharkey	15	3	0	1	19
Simpson	99	66	2	1	168
Smith	42	26	4	0	72
Stone	49	13	0	0	62
Sunflower	113	61	2	0	176
Tallahatchie	78	44	0	0	122
Tate	83	41	4	1	129
Tippah	75	26	2	1	104
Tishomingo	67	25	1	0	93
Tunica	83	23	3	0	109
Union	68	40	2	2	112
Walthall	53	32	5	0	90
Warren	178	102	24	2	306
Washington	384	175	5	2	566
Wayne	71	40	1	1	113
Webster	25	13	3	1	42
West Bolivar	27	16	7	3	53
West Chickasaw	47	25	2	0	74
Wilkinson	45	23	3	0	71
Winston	59	35	8	0	102
Yalobusha	62	27	8	0	97
Yazoo	105	64	21	3	193
<b>Totals</b>	<b>11,266</b>	<b>5,921</b>	<b>957</b>	<b>139</b>	<b>18,283</b>

**Date Range:** 9/1/2014 7:30:00 AM  
**From:** 9/30/2014 11:59:59 AM

**Date:** **Report:**

					Total Emails
	Email	1st Email	2nd Email	3rd Email	
	No Response	Response	Response	Response	
	Required	Required	Required	Required	
Adam	170	91	33	7	301
Alcorn	118	50	3	1	172
Amite	48	41	2	0	91
Attala	84	36	5	1	126
Benton	34	12	1	0	47
Calhoun	96	30	1	0	127
Carroll	26	12	2	0	40
Choctaw	44	15	1	0	60
Claiborne	57	38	6	1	102
Clarke	76	33	1	0	110
Clay	102	59	3	0	164
Coahoma	194	91	24	2	311
Copiah	101	66	15	1	183
Covington	79	53	6	0	138
Desoto	635	430	37	2	1,104
East Bolivar	184	104	60	13	361
East Chickasaw	28	23	3	0	54
Forrest	296	178	36	1	511
Franklin	27	19	2	0	48
George	70	37	6	0	113
Greene	33	25	4	0	62
Grenada	104	43	3	0	150
Hancock	136	73	16	0	225
Harrison	742	491	63	3	1,299
Hinds	929	536	138	14	1,617
Holmes	89	68	5	0	162
Humphreys	64	25	3	2	94
Issaquena	1	0	0	0	1
Itawamba	74	37	4	1	116
Jackson	457	262	41	1	761
Jasper	66	33	5	0	104
Jefferson	19	18	2	0	39
Jefferson Davis	47	31	4	0	82
Jones	223	138	66	9	436
Kemper	26	25	0	0	51
Lafayette	98	68	18	0	184
Lamar	149	81	7	1	238
Lauderdale	299	166	45	7	517
Lawrence	38	15	0	1	54
Leake	75	40	12	4	131
Lee	330	184	23	2	539
Leflore	226	117	16	2	361
Lincoln	141	93	9	2	245
Lowndes	274	147	18	2	441
Madison	182	123	26	1	332



Marion	92	38	4	0	134
Marshall	146	95	11	2	254
Monroe	175	97	13	2	287
Montgomery	53	23	1	0	77
Neshoba	120	59	2	1	182
Newton	74	52	6	0	132
Noxubee	75	46	7	0	128
Oktibbeha	129	60	10	0	199
Panola	177	102	22	1	302
Pearl River	152	93	12	0	257
Perry	33	20	6	0	59
Pike	246	135	12	0	393
Pontotoc	73	41	0	0	114
Prentiss	84	39	5	2	130
Quitman	58	25	7	0	90
Rankin	328	184	28	3	543
Scott	87	47	6	2	142
Sharkey	25	5	0	0	30
Simpson	98	56	6	2	162
Smith	47	25	2	0	74
Stone	40	17	2	0	59
Sunflower	125	58	8	1	192
Tallahatchie	66	34	0	1	101
Tate	85	46	2	1	134
Tippah	73	38	2	0	113
Tishomingo	64	28	0	0	92
Tunica	83	42	3	0	128
Union	87	53	0	0	140
Walthall	60	22	10	0	92
Warren	149	99	37	4	289
Washington	337	189	16	1	543
Wayne	66	50	6	0	122
Webster	26	14	1	1	42
West Bolivar	32	19	11	6	68
West Chickasaw	40	29	4	0	73
Wilkinson	48	25	2	0	75
Winston	80	62	6	0	148
Yalobusha	56	54	6	0	116
Yazoo	105	60	21	3	189
<b><u>Totals</u></b>	<b>11,185</b>	<b>6,438</b>	<b>1,072</b>	<b>114</b>	<b>18,809</b>

**Exhibit III**  
**Performance Measures for 17 Pilot Counties**

10/09/14      INCENTIVE TOTALS (INCT)      METSS  
15:31      TOTALS FOR MULTIPLE COUNTIES      ASMXINCT

NUMBER OF                      KIDS BORN OUT OF WEDLOCK (END OF LAST FY):      41,050  
NUMBER OF KIDS WITH PATERNITY EST      (CURR YR):      38,052  
PATERNITY ESTABLISHMENT PERCENTAGE:      92.6%

NUMBER OF IV-D CASES:      40,575  
NUMBER OF IV-D CASES WITH SUPPORT ORDER:      32,099  
IV-D CASES      WITH SUPPORT ORDER PERCENTAGE:      79.1%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE:      \$      64,678,096  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED:      \$      34,500,378  
IV-D CASES      WITH SUPPORT PAID PERCENTAGE:      53.3%

NUMBER OF IV-D CASES WITH ARREARS DUE      DURING FY:      28,043  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY:      15,563  
IV-D CASES      WITH ARREARS PAID PERCENTAGE:      55.4%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 14 CMD: \_\_\_\_\_

10/09/14      INCENTIVE TOTALS (INCT)      METSS  
15:30      TOTALS FOR MULTIPLE COUNTIES      ASMXINCT

NUMBER OF                      KIDS BORN OUT OF WEDLOCK (END OF LAST FY):      40,016  
NUMBER OF KIDS WITH PATERNITY EST      (CURR YR):      38,589  
PATERNITY ESTABLISHMENT PERCENTAGE:      96.4%

NUMBER OF IV-D CASES:      45,000  
NUMBER OF IV-D CASES WITH SUPPORT ORDER:      30,884  
IV-D CASES      WITH SUPPORT ORDER PERCENTAGE:      68.6%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE:      \$      62,316,378  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED:      \$      33,631,519  
IV-D CASES      WITH SUPPORT PAID PERCENTAGE:      53.9%

NUMBER OF IV-D CASES WITH ARREARS DUE      DURING FY:      27,396  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY:      15,636  
IV-D CASES      WITH ARREARS PAID PERCENTAGE:      57.0%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 13 CMD: \_\_\_\_\_

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:31 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 41,104  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 39,337  
PATERNITY ESTABLISHMENT PERCENTAGE: 95.7%

NUMBER OF IV-D CASES: 44,295  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 30,459  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 68.7%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 60,098,074  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 32,488,856  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 54.0%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 27,762  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 15,950  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 57.4%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 12 CMD: \_\_\_\_\_

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:32 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 40,018  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 37,802  
PATERNITY ESTABLISHMENT PERCENTAGE: 94.4%

NUMBER OF IV-D CASES: 47,671  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 31,256  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 65.5%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 57,072,972  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 30,375,976  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 53.2%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 26,963  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 15,727  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 58.3%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 11 CMD: \_\_\_\_\_

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:32 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 38,714  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 36,861  
PATERNITY ESTABLISHMENT PERCENTAGE: 95.2%

NUMBER OF IV-D CASES: 45,872  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 29,171  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 63.5%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 53,749,032  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 29,021,951  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 53.9%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 26,042  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 15,208  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 58.3%

SELECT COUNTIES:

CMDS: ACTN, ATTY, CASE, COST, CAST, F156, F158, F34, WORK, COLL, ASAP, NHIR, F157, STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 10 CMD: \_\_\_\_\_

### Performance Measures for All Other Counties

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:39 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 285,338  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 256,852  
PATERNITY ESTABLISHMENT PERCENTAGE: 90.0%

NUMBER OF IV-D CASES: 266,310  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 189,659  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 71.2%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 376,519,549  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 200,368,168  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 53.2%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 165,963  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 95,214  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 57.3%

SELECT COUNTIES:

CMDS: ACTN, ATTY, CASE, COST, CAST, F156, F158, F34, WORK, COLL, ASAP, NHIR, F157, STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 14 CMD: \_\_\_\_\_

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:39 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 273,044  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 257,084  
PATERNITY ESTABLISHMENT PERCENTAGE: 94.1%

NUMBER OF IV-D CASES: 294,707  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 178,271  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 60.4%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 362,554,048  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 198,168,792  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 54.6%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 160,130  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 94,849  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 59.2%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 13 CMD: \_\_\_\_\_

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:39 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 285,436  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 259,864  
PATERNITY ESTABLISHMENT PERCENTAGE: 91.0%

NUMBER OF IV-D CASES: 282,478  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 171,290  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 60.6%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 349,952,484  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 192,284,784  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 54.9%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 159,724  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 95,664  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 59.8%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,  
EXIT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 12 CMD: \_\_\_\_\_

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:38 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 277,016  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 248,023  
PATERNITY ESTABLISHMENT PERCENTAGE: 89.5%

NUMBER OF IV-D CASES: 307,233  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 175,975  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 57.2%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 333,700,636  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 182,417,505  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 54.6%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 154,568  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 93,733  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 60.6%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,EX  
IT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 11 CMD:

10/09/14 INCENTIVE TOTALS (INCT) METSS  
15:38 TOTALS FOR MULTIPLE COUNTIES ASMXINCT

NUMBER OF KIDS BORN OUT OF WEDLOCK (END OF LAST FY): 262,581  
NUMBER OF KIDS WITH PATERNITY EST (CURR YR): 237,472  
PATERNITY ESTABLISHMENT PERCENTAGE: 90.4%

NUMBER OF IV-D CASES: 297,283  
NUMBER OF IV-D CASES WITH SUPPORT ORDER: 165,355  
IV-D CASES WITH SUPPORT ORDER PERCENTAGE: 55.6%

AMOUNT OF CURR SUPPORT FOR IV-D CASES DUE: \$ 310,380,171  
AMOUNT OF CURR SUPPORT FOR IV-D CASES COLLECTED: \$ 172,330,976  
IV-D CASES WITH SUPPORT PAID PERCENTAGE: 55.5%

NUMBER OF IV-D CASES WITH ARREARS DUE DURING FY: 147,017  
NUMBER OF IV-D CASES WITH ARREARS PAID DURING FY: 88,024  
IV-D CASES WITH ARREARS PAID PERCENTAGE: 59.8%

SELECT COUNTIES:

CMDS:ACTN,ATTY,CASE,COST,CAST,F156,F158,F34,WORK,COLL,ASAP,NHIR,F157,STAT,EX  
IT

USER: J55 CO: 999 FNX: CAST MODE: D ID: 617058316 A PERIOD: 09 10 CMD:

# Exhibit IV

## Total Collections

10/07/2014  
08:00

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
REPORT OF METSS COLLECTIONS  
07/01/2012 - 06/30/2013

BGWCOLL3  
CSSUBBW  
PAGE: 1

CO #	CO NAME	TOT COLLS
DSG	DISREGARD	0.00
STR	STATE TREASURY	0.00
010	ADAMS	2,453,729.66
020	ALCORN	1,676,663.31
030	AMITE	960,930.12
040	ATTALA	1,700,568.94
050	BENTON	566,429.70
060	EAST BOLIVAR	2,585,514.10
070	CALHOUN	1,353,847.62
080	CARROLL	725,819.07
090	EAST CHICKASAW	542,546.51
100	CHOCTAW	602,326.56
110	CLAIBORNE	1,199,884.24
120	CLARKE	1,496,801.93
130	CLAY	2,187,521.56
140	COAHOMA	2,775,057.86
150	COPIAH	1,819,397.53
160	COVINGTON	1,788,882.74
170	DESOTO	7,434,973.56
180	FORREST	4,148,353.28
190	FRANKLIN	713,570.41
200	GEORGE	1,659,263.43
210	GREENE	953,265.01
220	GRENADA	1,860,729.92
230	HANCOCK	1,994,520.05
240	HARRISON	8,729,863.02
250	HINDS	13,355,297.74
260	HOLMES	2,257,638.37
270	HUMPHREYS	965,880.80
280	ISSAQUENA	61,511.25
290	ITAWAMBA	954,811.16
300	JACKSON	6,411,559.74
310	JASPER	1,775,669.07
320	JEFFERSON	902,090.37
330	JEFFERSON DAVIS	1,090,358.68
340	JONES	3,689,600.74
350	KEMPER	1,077,299.34
360	LAFAYETTE	1,488,076.31
370	LAMAR	2,150,744.32
380	LAUDERDALE	4,437,449.41
390	LAWRENCE	998,336.95
400	LEAKE	1,774,220.05
410	LEE	5,179,524.44
420	LEFLORE	3,177,255.88
430	LINCOLN	2,806,483.41
440	LOWNDES	4,554,334.17
450	MADISON	3,080,166.17
460	MARION	2,050,489.16
470	MARSHALL	2,316,693.70
480	MONROE	2,451,054.98
490	MONTGOMERY	989,295.58
500	NESHOBA	3,080,820.40
510	NEWTON	1,481,126.99
520	NOXUBEE	1,340,518.51
530	OKTIBBEHA	3,110,369.17
540	PANOLA	3,039,594.72
550	PEARL RIVER	2,536,827.13
560	PERRY	888,551.16
570	PIKE	3,470,021.14
580	PONTOTOC	1,575,976.30
590	PRENTISS	1,133,368.32
600	QUITMAN	879,646.73
610	RANKIN	4,383,860.23
620	SCOTT	1,984,971.11
630	SHARKEY	595,776.76
640	SIMPSON	2,298,745.32
650	SMITH	1,060,038.95
660	STONE	1,028,052.15
670	SUNFLOWER	2,658,254.98
680	TALLAHATCHIE	1,135,709.05
690	TATE	1,644,785.75
700	TIPPAH	1,501,707.61
710	TISHOMINGO	954,065.19
720	TUNICA	1,166,212.18
730	UNION	1,394,247.12

740	WALTHALL	1,107,056.39
750	WARREN	2,418,869.79
760	WASHINGTON	4,512,945.72
770	WAYNE	1,680,237.62
780	WEBSTER	676,994.28
790	WILKINSON	663,546.71
800	WINSTON	1,829,261.82
810	YALOBUSHA	949,789.94
820	YAZOO	1,728,891.05
830	WEST BOLIVAR	802,214.79
840	WEST CHICKASAW	1,055,114.52
997	CRDU	624,718.16
998	TAX OFFSET BANK ACCT	34,330,451.71
999	STATE OFFICE	114,281,448.47
STATE TOTAL:		332,931,089.86

10/08/2014 MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
 15:49 REPORT OF METSS COLLECTIONS  
 07/01/2013 - 06/30/2014














BGWCOLL3  
 CSSUBBW  
 PAGE: 1

CO #	CO NAME	TOT COLLS
DSG	DISREGARD	0.00
STR	STATE TREASURY	0.00
010	ADAMS	2,206,327.79
020	ALCORN	1,686,123.47
030	AMITE	929,882.78
040	ATTALA	1,875,842.66
050	BENTON	559,513.91
060	EAST BOLIVAR	2,614,512.73
070	CALHOUN	1,350,701.30
080	CARROLL	724,061.35
090	EAST CHICKASAW	580,654.39
100	CHOCTAW	570,563.08
110	CLAIBORNE	1,081,296.97
120	CLARKE	1,502,413.61
130	CLAY	2,178,050.97
140	COAHOMA	2,560,675.25
150	COPIAH	1,830,935.94
160	COVINGTON	1,748,328.65
170	DESOTO	7,520,324.23
180	FORREST	3,967,129.41
190	FRANKLIN	740,514.82
200	GEORGE	1,575,851.72
210	GREENE	865,949.59
220	GRENADA	1,942,536.83
230	HANCOCK	2,159,932.79
240	HARRISON	8,847,207.82
250	HINDS	13,058,662.13
260	HOLMES	2,211,563.58
270	HUMPHREYS	1,056,444.67
280	ISSAQUENA	58,546.84
290	ITAWAMBA	961,488.63
300	JACKSON	6,582,109.76
310	JASPER	1,761,645.12
320	JEFFERSON	824,015.34
330	JEFFERSON DAVIS	1,224,420.85
340	JONES	3,429,152.45
350	KEMPER	1,040,855.05
360	LAFAYETTE	1,558,745.49
370	LAMAR	2,238,484.63
380	LAUDERDALE	4,376,094.97
390	LAWRENCE	982,906.84
400	LEAKE	1,827,901.08
410	LEE	5,155,797.25
420	LEFLORE	3,281,087.03
430	LINCOLN	2,888,119.70
440	LOWNDES	4,785,966.82
450	MADISON	3,092,141.21
460	MARION	1,974,855.37
470	MARSHALL	2,170,661.82
480	MONROE	2,495,245.37
490	MONTGOMERY	1,050,252.71
500	NESHoba	3,033,831.57
510	NEWTON	1,479,625.72
520	NOXUBEE	1,330,139.54
530	OKTIBBEHA	3,162,594.45
540	PANOLA	2,750,596.23
550	PEARL RIVER	2,455,949.90
560	PERRY	826,521.67
570	PIKE	3,641,149.94
580	PONTOTOC	1,595,853.06
590	PRENTISS	1,060,736.27
600	QUITMAN	765,420.29
610	RANKIN	4,479,940.21



620	SCOTT	1,934,646.59
630	SHARKEY	506,536.60
640	SIMPSON	2,302,616.95
650	SMITH	1,187,196.39
660	STONE	867,184.18
670	SUNFLOWER	2,451,292.90
680	TALLAHATCHIE	1,097,315.16
690	TATE	1,585,637.02
700	TIPPAH	1,376,739.10
710	TISHOMINGO	871,190.88
720	TUNICA	1,143,689.66
730	UNION	1,424,437.71
740	WALTHALL	1,072,553.30
750	WARREN	2,204,767.80
760	WASHINGTON	4,380,672.05
770	WAYNE	1,600,757.26
780	WEBSTER	680,076.99
790	WILKINSON	612,060.23
800	WINSTON	1,812,353.53
810	YALOBUSHA	920,283.28
820	YAZOO	1,835,599.01
830	WEST BOLIVAR	717,689.67
840	WEST CHICKASAW	1,177,150.30
997	CRDU	447,511.93
998	TAX OFFSET BANK ACCT	38,356,935.42
999	STATE OFFICE	119,428,719.39
STATE TOTAL:		340,284,468.92

# Exhibit V WORKSITE Protocol

Scanning Tips At A Glance			
<b>Create Cover Sheet</b> <ol style="list-style-type: none"> <li>1. Click "Advance Capture"</li> <li>2. Select "In Box Routing"</li> <li>3. Enter the last name of the case worker, whose inbox you want the document to be put in.</li> <li>4. Click on "Host Look Up"; select the case worker from the list and click "OK".</li> <li>5. Enter description of the document being scanned, e.g.: Case name, case number, type of document, &amp; etc. (NOTE: do not use spaces or special characters. You can use hyphens (-) &amp; underscore (_)).</li> <li>6. Click on "Cover sheet".</li> <li>7. Place printed cover sheet and documents face up on the scanner</li> </ol>		<b>To Change the Order of Document</b> (scanned pages out of order) <ol style="list-style-type: none"> <li>1. Split document </li> <li>2. Select each page </li> <li>3. Click the blue arrow </li> <li>4. Use the up and down green arrow to put document in order. </li> <li>5. Index document</li> </ol>	
<b>To Combine Document</b> <ol style="list-style-type: none"> <li>1. Check each document </li> <li>2. Click on the "Combine" icon</li> <li>3. You can change name or let it say the name</li> </ol>		<b>To Forward To Supervisor to Delete</b> <ol style="list-style-type: none"> <li>1. Select document </li> <li>2. Click on COMBINE icon.</li> <li>3. Rename document, "DELETE".</li> <li>4. Document will appear in inbox with new name,(DELETE).</li> <li>5. Select document and click on "FORWARD TO OTHER INBOX" icon. </li> <li>6. Select Supervisor's name.</li> </ol>	
<b>To Split Documents</b> <ol style="list-style-type: none"> <li>1. Select the document </li> <li>2. Select "Split" icon</li> </ol>		<b>To Forward To Another Inbox</b> <ol style="list-style-type: none"> <li>1. Select document.</li> <li>2. Click on "FORWARD TO OTHER INBOX" icon. </li> <li>3. Make selection</li> </ol> <p>Note: CSEOs can only forward to staff within the county</p>	
<b>Indexing</b> <ol style="list-style-type: none"> <li>1. Select document. </li> <li>2. Click blue arrows. </li> <li>3. Document will appear in DOCUMENT window, with Red dot (not indexed). </li> <li>4. Click on the document name.</li> <li>5. Select if document will be indexed by CASE NUMBER OR SSN.</li> <li>6. Enter number (ssn or Case number) and click HOST LOOK UP.</li> <li>7. The record that matches the number will be shown.</li> <li>8. Select the correct record and select OK.</li> <li>9. Select Document type, click OK. </li> <li>10. Red Dot should now be Green.</li> <li>11. Select document and click "IMPORT" button.</li> <li>12. Click OK to import to METSS.</li> </ol>		<b>REMINDERS</b> <ol style="list-style-type: none"> <li>1. Click REFRESH after scanning</li> <li>2. No special characters on cover sheet.</li> <li>3. Check active sub-cases.</li> <li>4. Watch for confidential cases.</li> </ol>	

## Scanning Tips At A Glance

CSE SSN Document Types and Folders		
Case Number Document Types and Folders	Case Number Document Types and Folders	Case Number Document Types and Folders
<p><b>(Folder Name) Application:</b></p> <p>App-Driv License App-Birth Cert App-SS Card App-Misc</p> <p><b>(Folder Name) Location:</b></p> <p>Location-A300 Location-A301 Location-A302 Location-A417 Location-Change of Addr Location-Misc</p> <p><b>(Folder Name) Miscellaneous:</b></p> <p>Misc-Photos Misc-Death Ver Misc-Other</p> <p><b>(Folder Name) Paternity:</b></p> <p>Pat-Appr for BC Pat-Misc</p> <p><b>(Folder Name) Income:</b></p> <p>Income-Check Stubbs Income-1040 Tax Forms Income-WV2 Income-Term Notice Income-Other Income Income-Misc</p>	<p><b>(Folder Name) Application:</b></p> <p>App-675 App-Case Resol App-Initial Rpt App-Marr Lic App-601or602 App-609</p> <p><b>(Folder Name) Enforcement:</b></p> <p>Enforcement-A438 Enforcement-A021 Enforcement-Mod Req Enforcement-Misc</p> <p><b>(Folder Name) Financial:</b></p> <p>Financial-A610 Financial-A0A Financial-A689 Financial-690 Financial-691 Financial-Proof of Pmts Financial-Misc</p> <p><b>(Folder Name) Miscellaneous:</b></p> <p>Misc-A231 Misc-Complaint Ltr Misc-CP Clsr Req Misc-Other</p> <p><b>(Folder Name) Medical:</b></p> <p>Medical-NIMSN Medical-A413</p>	<p><b>(Folder Name) Paternity:</b></p> <p>Pat-A577 Pat-A100 Pat-Appr for BC Pat-A121 Pat-DNA Results Pat-Misc</p> <p><b>(Folder Name) Legal:</b></p> <p>Legal-Iafl Orders Legal-Release Order Legal-Ord Appr Stip Legal-Pat-Supp Orders Legal-DNA Order Legal-Mod Orders Legal-Contempt Order Legal-WH Orders Legal-Divorce Legal-Other Orders Legal-Contempt Pet Legal-Other Pet Legal-213 Legal-221 Legal-701 Legal-STIP Legal-Misc</p> <p><b>(Folder Name) UIFSA:</b></p> <p>UIFSA-Incoming Pkt UIFSA-Incoming Trans UIFSA-Outgoing Pkt UIFSA-Recpt of Pkt by OSA UIFSA—Status Request UIFSA-Misc</p>